



## Department of Child Services DCS Hotline Fact Sheet 2010 Annual Report

### How We are Performing

Total Number of Calls Handled in 2010	102,686
Average Number of Calls per Business Day (September-December, 2010)	468
Average Number of Calls per Business Day (entire year 2010)	354
Average Number of Calls per Weekend/Holiday (September-December, 2010)	125
Average Number of Calls per Weekend/Holiday (entire year 2010)	100
Average Speed of Answer for Law Enforcement with Access Code	44 Seconds
Average Speed of Answer for non-law enforcement calls	1 minute, 43 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 23 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>102,686</b>

Please note: The Hotline rollout began in January, 2010 and was serving all 92 counties as of September 1, 2010.

